



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT(DCAM S23)

UNIT CODE BHC 2204 : UNIT NAME: FOOD AND BEVERAGE SERVICE

THEORY 11

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME:2HOURS

DATE:Pick DateApr2024

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attemptquestion ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Explain the following terms;
 - i) Staff organization (2mks)
 - ii) Interpersonal skills (2mks)
 - iii) Liqueurs (2mks)
 - iv) Job description (2mks)
 - v) Aerated water (2mks)
- b) Explain five (5) of customer relations problems in an establishment. (5mks)
- c) Highlight five (5) supervisory tasks performed by a supervisor during service. (5mks)
- d) Discuss the five (5) areas to include during briefing as a supervisor. (10mks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Discuss five (5) aspects of sales promotion. (10mks)
- b) State ten (10) merchandising tools used to promote sales. (10mks)

QUESTION THREE

- a) State five (5) constituents of coffee. (5mks)
- b) Explain five (5) qualities of a good crop of coffee. (5mks)
- c) Outline the procedure for silver service of coffee. (10mks)

QUESTION FOUR

- a) Explain the term function catering. (4mks)
- b) Discuss four (4) factors to consider when choosing a table plan for a particular function. (8mks)
- c) State eight (8) details to be noted down by the banqueting manager after booking for a function has been confirmed. (8mks)

QUESTION FIVE

- a) Explain the three (3) parts of a bar. (6mks)
- b) Discuss any five (5) types of bars. (10mks)
- c) State any eight (8) equipment found in a bar. (4mks)